**CLIENT REFERENCE QUESTIONNAIRE**

***To be completed by the Client referee and forwarded directly to the Council via the email address stated***

**Client Referee Details**

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| **Company Name** |  |
| **Name of Referee** |  |
| **Position in Company** |  |
| **Telephone Number** |  |
| **Email** |  |

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| **Representation of Services** | **Yes** | **No** |
| Please confirm that the description of the project, dates and values provided in the Contract Case Study Overview is an accurate representation of the services and works undertaken for your organisation in respect of the discreet package of services and works covered under the contract stated. |  |  |
| Please provide any further comments as required (expand box as needed): | | |

Please rate the service performance of the bidder in each of the areas set out in the table below. Tick (or type Y) in the relevant box for the performance areas set out below using the following criteria:

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| **Judgement** | **Performance** |
| Good | The bidder exceeded the service levels expected. |
| Satisfactory | Overall the bidder met the service levels expected. |
| Unsatisfactory | The bidder failed to meet expected service levels to the extent that terms of the contract / specification / offer were breached in full or in part |
| NA | Not applicable to the contract / project delivered |

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| **Performance**  **Element** | **Good** | **Satisfactory** | **Unsatisfactory** | **NA** |
| 1. Delivery to agreed cost |  |  |  |  |
| 1. Delivery to agreed programme |  |  |  |  |
| 1. Delivery to agreed specification |  |  |  |  |
| 1. Delivery to agreed Contractor offer |  |  |  |  |
| 1. Quality of workmanship |  |  |  |  |
| 1. Aftercare and attending to defects |  |  |  |  |
| 1. Handling of contract variations |  |  |  |  |
| 1. Performance of key contract management personnel |  |  |  |  |
| 1. Continuity of key contract management personnel |  |  |  |  |
| 1. Performance of works delivery personnel |  |  |  |  |
| 1. Continuity of works delivery personnel |  |  |  |  |
| 1. Health & Safety Management |  |  |  |  |
| 1. Management of sub-contractors / supply chain |  |  |  |  |
| 1. Approach to partnership working - Client, Sub-Contractors / Supply Chain, stakeholders, approving bodies |  |  |  |  |
| 1. Provision of cost transparency to the Client |  |  |  |  |
| 1. Site management, consideration of neighbours, minimising disruption |  |  |  |  |
| 1. Continuous improvement and sharing of gains with the Client |  |  |  |  |
| 1. Fulfilment of Corporate Social Responsibilities |  |  |  |  |
| 1. Engaging with stakeholders and response to stakeholder concerns |  |  |  |  |

Please provide any comments you may have regarding the performance of the Contractor below (expand box as needed) that support any ratings you have provided above or that relate to any additional elements not listed above.

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Further to the performance elements tested above please provide information if any of the following issues have applied to the contract / project using the box (expand as needed) below:

* Details of any legal / financial penalties applied
* Details of any issues - with Client, with Sub-Contractors / Supply Chain, 3rd party approving bodies, etc. and how these were resolved
* Details of any major variations to the contract and how these were resolved operationally and financially
* Details of any Health & Safety issues - RIDDORs by type, HSE notices, HSE FFIs, etc. and how these were resolved and learnt from

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